

# **HUAWEI Band 3 Pro Specifications & FAQs**



# Product Specifications: Software Specifications

Features		Phones running Android 4.4 or later	Phones running iOS 9.0 or later
Message reminders	Message notifications	√	√
	Incoming caller ID display	√	√
	Rejecting an incoming call	√	√
	Unknown caller ID display	✗	✗
Fitness and health	Daily activity tracking	√	√
	Sleep monitoring	√	√
	Continuous heart rate monitoring	√	√
	Workout	√	√
	Activity reminders	√	√
	Syncing fitness data to your phone	√	√
Smart assistant	Watch face change	√	√
	Smart alarm/Event alarm	√	√
	Stopwatch	√	√
	Timer	√	√
	Remote Photo Shooting	√ (This feature is only supported on phones running EMUI 8.1 or later and is only supported when using the Camera app)	✗
	Finding a phone using the band	√	√
	Weather report	√	√
	SmartCare reminder	✗	✗
	Bluetooth disconnection reminder	√	√
Alipay	✗	✗	
NFC	✗	✗	

Note: "√" stands for "support" and "✗" represents "no support". Unless otherwise specified, Android users and iOS users in the following documents are users having compatible models.

# Product Comparison: HUAWEI Band 3 Pro VS HUAWEI Band 2/ 2 Pro

Key features	HUAWEI Band 3 Pro	HUAWEI Band 2	HUAWEI Band 2 Pro
Specifications	Length x width x height : 45 mm × 19 mm × 11 mm	Length x width x height: 44 mm x 19.7 mm x 10.3 mm	Length x width x height: 44 mm x 19.7 mm x 10.3 mm
Screen	<b>0.95-inch AMOLED color touch screen</b> <b>240 x 120 pixels</b>	0.91-inch PMOLED display, black and white screen 128 x 32 pixels	0.91-inch PMOLED display, black and white screen 128 x 32 pixels
Strap material	<b>Silicone rubber</b>	TPU	TPU
Workout types	Walking, running (indoors, outdoors), <b>cycling ( outdoors , indoors ) , pool swimming, open water swimming, free training</b>	Running (indoors, outdoors), cycling (outdoors), swimming	Walking (outdoors), running (indoors and outdoors), cycling (outdoors), swimming
Storage	<b>384 KB RAM</b> + 1 MB ROM +16 MB	256 KB RAM + 1 MB ROM +16 MB	256 KB RAM + 1 MB ROM +16 MB
Interaction with screen	<b>Touch screen + Home key</b>	TouchKey	TouchKey
MCU	<b>Apollo 3</b>	Apollo 2	Apollo 2
Heart rate monitoring	Single heart rate measurement + Heart rate measurement for a workout + <b>Continuous heart rate monitoring + Heart rate measurement using infrared during sleep</b>	Single heart rate measurement + Heart rate measurement for a workout + Automatic heart rate measurement	Single heart rate measurement + Heart rate measurement for a workout + Automatic heart rate measurement
Sensor	<b>6-axis acceleration sensor</b>	3-axis acceleration sensor	3-axis acceleration sensor
GPS chip	<b>Broadcom chip, supporting GPS, Glonass, and Galileo</b>	N/A	Ublox chip, supporting GPS and GLONASS

## Summary

What is new in HUAWEI Band 3 Pro :

[Design] Becomes more operable thanks to the adoption of **AMOLED color screen**, which supports swiping and touching. Better visual experience due to **bigger screen size** and higher pixels.

[Features] Continuous heart rate monitoring is supported, which makes **24/7 heart rate monitoring** possible; Better sensor and more workout types with more accurate fitness data; Finding your phone with your band is supported; Remote photo shooting is supported (only on phones running EMUI 8.1 or later).

# Top FAQs: Connection and Pairing

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## What should I do if I am unable to connect my band to my phone?

If you are unable to pair your band with your phone within the Bluetooth connection range, perform the following steps:

1. Ensure that the Bluetooth is enabled on your phone, and place your phone and the band together before connecting.
2. Ensure that you have selected the correct band model. The Bluetooth name of the band is HUAWEI Band 3 Pro-XXX.
3. The band can be connected to your phone only in the Huawei Health app. Please download the latest version of the Huawei Health app.
4. Your band will automatically reconnect to your phone after they are disconnected.
5. For **Android users**: Open the Huawei Health app, touch **Me > My devices**, select your band, and then touch **Unpair** to delete the pairing records. Go to **Me > My devices** again and select your band to reconnect.

For **iOS users**: Touch **Devices** in the bottom-right corner of the Huawei Health app, swipe left on the band icon you want to delete and touch **Delete**. On your phone, go to **Settings > Bluetooth**, touch the exclamation icon next to the Bluetooth name of the paired band, and touch **Forget This Device** to delete the pairing records.

Then open the Huawei Health app to reconnect.

6. If the issue persists, restart your band and phone, and try again.

## How do I connect my band to a new phone?

### • For Android users:

1. Open the Huawei Health app on your current phone, touch **Me > My devices**, select your band, and then touch **Unpair** to delete the pairing records.
2. Open the Huawei Health app on your new phone and pair your band with the phone.

### • For iOS users:

1. Go to **Devices** in the Huawei Health app, swipe left on the band icon you want to delete and touch **Delete**. Then go to **Settings > Bluetooth** on the current phone, touch the exclamation icon next to the Bluetooth name of the paired band, and then touch **Forget This Device**.
2. Open the Huawei Health app on your new phone and pair your band with the phone.

# Top FAQs: Connection and Pairing

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## What should I do if my band is disconnected from my phone automatically and is unable to re-connect automatically?

### Cause:

Your band may be disconnected from your phone when the following situations occur.

1. If the distance between your band and phone is more than the Bluetooth connection range (10 meters), the band will automatically disconnect from the phone. You may also experience intermittent connection if the Bluetooth range is close to 10 meters.
2. Bluetooth may frequently disconnect if there is a strong interference or obstacle between your band and your phone, including the scenarios where there are multiple Bluetooth connections, the Wi-Fi environment is complex, multiple routers are detected, or a microwave oven is nearby.
3. The Huawei Health app is not running in the background, so the band is disconnected from your band.

### Solution:

1. Open the HUAWEI Health app, select your band, and then touch **Touch to reconnect**.
2. If you are an Android user, ensure that the Huawei Health app is running in the background. It is recommended that you add the app to the protected background app list. The methods for adding the app to the list may vary with different phone models.

**Non-Huawei phone users:** contact your phone manufacturer or search online for details.

**Huawei phone users:** For phones running EMUI 4.0 or earlier versions, go to **Phone Manager > App auto launch and Protected apps**.

For phones running EMUI 5.0 or later, if other third-party apps are installed, add the apps to the background for protection.

3. Turn off Bluetooth on your phone, turn it on again, and try reconnecting.
4. For **Android users:** In the Huawei Health app, go to **Me > My devices**, select your band, and touch **Unpair** to delete the pairing record. Go to **Me > My devices** again and select your band to reconnect.

For **iOS users:** Touch **Devices** in the bottom-right corner of the Huawei Health app, swipe left on the band icon you want to delete and touch **Delete**. On your phone, go to **Settings > Bluetooth**, touch the exclamation icon next to the Bluetooth name of the paired band, and then touch **Forget This Device** to delete the pairing records for reconnection.

5. If the issue persists, restore your band to default settings and try again.

# Top FAQs: Compatibility and Support

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## What are the mobile phone models compatible with the band?

The band is compatible with phones running Android 4.4 or later/iOS 9.0 or later.

The Random Access Memory (RAM) must be more than 2 GB.

## Why am I unable to find the Bluetooth name of my band in the connected device list under Bluetooth in my phone?

Your band can be connected to your phone only in the Huawei Health app. Please download the latest version of the Huawei Health app.

## What should I do if I pair my band with the phone but the Huawei Health app does not show they are connected?

**Cause:** This problem may occur because the Bluetooth connection of the phone is abnormal.

**Solution:**

1. Restart the HUAWEI Health app, select your band, and touch **Touch to reconnect**.
2. Restart your band, and then touch **Touch to reconnect** in the HUAWEI Health app.
3. For **Android users:** Open the Huawei Health app, select your band, and then touch **Unpair** to delete the pairing record. Reconnect your band and phone.  
For **iOS users:** Touch **Devices** in the bottom-right corner of the Huawei Health app, swipe left on the band icon you want to delete and touch **Delete**. On your phone, go to **Settings > Bluetooth**, touch the exclamation icon next to the Bluetooth name of the paired band, and then touch **Forget This Device** to delete the pairing records for reconnection.
4. If the issue persists, restore your band to default settings and try again.

# Top FAQs: Push notifications and Additional Requirements to Use Certain Features

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## What should I do if my band does not vibrate when there is a new message or incoming call?

- Your band will not vibrate for new messages or incoming calls if Ultra-low power mode or Do not disturb mode is enabled, or the band detects that you are sleeping.
- New messages will not be pushed to your band, or displayed on your phone's status bar when there is an ongoing chat on your phone.
- Your band will not vibrate when new messages come frequently and the time interval of each message is less than 10 seconds.
- Your band will not vibrate for new messages or incoming calls if **Push notifications only when wearing device** is enabled and you do not wear the band.

## Additional requirements to use certain features

Feature	Requirements
Remote photo shooting	This feature is only available on phones running EMUI 8.1 or later.
Finding a phone using the band	The band and phone must be connected via Bluetooth and this feature is enabled in the Huawei Health app.
Sync alarm from your phone	This feature is only available on phones running EMUI 8.1 or later.

# Top FAQs: Data Sync

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## **Why does it take a long time to sync the sleep data to my phone?**

Due to the large size of the TruSleep data, the daily data sync lasts for around one minute. If your band has not been connected to your phone for a long period of time, the data sync will take longer time. For example, if the TruSleep data has not been synchronized for five days, the sync will last for around five minutes. It is recommended that you sync the data every day.

## **Can I view my workout data on my band when workout is enabled using the Huawei Health app?**

When you pair your band to your phone and start a workout using the Huawei Health app, you can get your heart rate reading on your band. The band displays the latest heart rate measured after you pause the workout in the Huawei Health app.

*The band is unable to measure your heart rate when you start a workout in the Huawei Health app if there is an incoming call or alarm reminder on the band.*

## **What should I do if the data in my band cannot be synchronized to the Huawei Health app?**

- For Android users, ensure that the Huawei Health app has been updated to the latest version and the band is connected to the app using the Bluetooth. Open the Huawei Health app and sync data manually. If the issue persists, restart the band and try again.
- For iOS users, ensure that the Huawei Health app has been updated to the latest version and the band is connected to the app using the Bluetooth. Open the Huawei Health app and sync data manually. If the issue persists, restart the band and try again. If the sync still fails, disconnect the band and the phone, reconnect, and try again. If you are still unable to sync data, close the Huawei Health app and make sure it is not running in the background. Open the app again and try syncing data once more.

# Top FAQs: Fitness and Health

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## Can my band track my exercise trajectory?

The band can track your exercise trajectory using its built-in GPS. But GPS is only available when you move to an open area. Your band can record the exercise trajectory for Outdoor run, Outdoor walk, and Outdoor cycle.

## Why cannot Outdoor cycle be enabled?

This problem may occur when no GPS signal is detected. In this case, a message "Move to an open outdoor area." will be displayed on your band.

## How do I enable Open water?

The band is 50-meter water resistant and has built-in GPS, enabling you to wear it in open water.

1. To enable **Open water**, swipe up or down on the band's home screen and enter the **Workout** screen.
2. Swipe up or down on the screen and select **Open water**. Then set exercise targets such as distance, duration, and calories burnt, as well as distance intervals at which swimming data displays on the screen, and touch the start icon at the bottom. Your band will start to record data after a countdown.
3. Your band screen will be automatically locked when you are swimming.
4. During swimming, you can swipe up or down on the screen following the on-screen instructions to unlock the band. Then, swipe up or down on the screen to view your swimming data such as the current workout time, distance, calories burnt, and average pace. You can touch and hold the **home key** for two seconds to pause the workout, and then touch corresponding icons to stop or resume the workout.
5. After swimming, you can:
  - Swipe up or down on the screen to view your swimming data, including main style, number of strokes, distance, duration, and average SWOLF.
  - When your band is connected to the phone, you can view detailed swimming data under the Exercise record card in the Huawei Health app.

# Top FAQs: Appearance and Accessories

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## **What are the materials that the strap is made of? Has the strap passed any certification tests to ensure that it is safe to use?**

- The strap of the HUAWEI Band 3 Pro band adopts a brand new design and achieves a full-scale update. The strap is made of silicone, which makes it more durable and skin-friendly than previous bands. The occurrence of issues such as disfiguration, turn-up, and detaching due to long-term contact with skincare products, cleansers, and grease has decreased. During the manufacturing of the strap, rigorous environment tests and tensile tests are conducted to ensure the high stickiness of the glue between soft and hard rubber. In addition, the quality control and sampling tests are also enhanced.
- The band body and strap have been tested for allergy in lab. The tests include skin stimulation test and chemical test.

## **Is the HUAWEI Band 3 Pro water resistant?**

- The HUAWEI Band 3 Pro is 50-meter water resistant, but this is not permanent and may wear off over time.
- You can wear your band when you are washing your hands, in the rain or swimming in shallow water. Do not wear your band when you are taking a hot shower, diving, scuba diving, or surfing.
- The following operations may affect the water resistance of your band:

Dropping, cracking, or other impacts;

Exposing your band to alkaline substances, such as soap, body wash, cleanser, perfume, emulsion, and grease.

Using your band in humid and high temperature conditions, for example in a hot shower or sauna.

## **Can I replace the strap? Can I attach the body of HUAWEI Band 3 Pro to the strap of the HUAWEI Band 2 series?**

- Yes, you are able to replace the strap with a new one. To replace the strap, carefully take out the plug on the back of the strap and then unattach the strap. To install a new strap, fasten the band body to the strap tightly and then insert the plug.
- The body and strap of the HUAWEI Band 2 series are fastened by a cross screw. The HUAWEI Band 3 Pro uses a plug to fasten the body and strap, which facilitates the strap replacement. Due to their different designs, the band body of HUAWEI Band 3 Pro cannot be attached to the strap of HUAWEI Band 2 series.

# Top FAQs: Battery, Charging, and Power Consumption

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## **Why does my battery drain so quickly? How can I increase the battery life?**

The power consumption of the band depends on what features are enabled.

The battery life is 12 days when the HUAWEI TruSleep and Continuous measurement of heart rate are disabled; seven days when the HUAWEI TruSleep is enabled and Continuous measurement of heart rate is disabled; five days when the HUAWEI TruSleep and Continuous measurement of heart rate are enabled; seven hours when you do exercises using your band's GPS.

The battery life also depends on your usage habits. The band will vibrate frequently when Bluetooth disconnection reminder and message reminder are enabled and several alarms are set, which increases power consumption.

It is recommended that you disable some infrequently used features in the Huawei Health app to extend the battery life, such as:

- HUAWEI TruSleep (Your band will still monitor your sleep duration.)
- Continuous measurement of heart rate
- Raise wrist to wake screen
- Notifications management
- Bluetooth disconnection reminder
- If there is a low battery alert, please charge your band as soon as possible.

## **Which charging currents does the HUAWEI Band 3 Pro support?**

The HUAWEI Band 3 Pro supports the following charging currents (with a 5 V charger): 0.5 A, 1 A, 1.5 A, and 2 A.